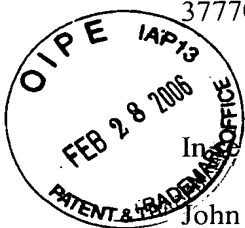


AF
JPW

Appl. No. 09/400,030
Response dated February 28, 2006
Reply to final Office Action of November 28, 2005

37770

PATENT



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Inventor Application of:

John C. Mears, et al.

Serial No.: 09/400,320

Filed: September 21, 1999

For: A CONTACT CENTER SYSTEM
CAPABLE OF HANDLING
MULTIPLE MEDIA TYPES OF
CONTACTS AND METHOD
FOR USING THE SAME

Customer No. : 01609

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Group Art Unit: 2642

Examiner: TIEU, Benny Quoc

AMENDMENT

Sir:

This paper is being filed in response to the final Office Action dated November 28, 2005.

Remarks/Arguments begin on page 2 of this paper.